



3625/41

09/852,881

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Sindhu Joseph et al. Examiner: Yogesh C. Garg  
Serial No.: 09/852,881 Group Art Unit: 3625  
Filed: May 10, 2001 Docket No.: H0001600 (256.095US1)  
Title: AN AUTOMATED CUSTOMER SUPPORT SYSTEM

AMENDMENT AND RESPONSE UNDER 37 CFR § 1.111

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

This responds to the Office Action mailed on July 21, 2004. Please amend the above-identified patent application as follows.

RECEIVED  
OCT 28 2004  
GROUP 3600

10/26/2004 CNGUYEN 00000038 190743 09852881

01 FC:1202 18.00 DA

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Sindhu Joseph et al.

Title: AN AUTOMATED CUSTOMER SUPPORT SYSTEM

Docket No.: H0001600 (256.095US1)

Filed: May 10, 2001

Examiner: Yogesh C. Garg



Serial No.: 09/852,881

Due Date: October 21, 2004

Group Art Unit: 3625

**Mail Stop Amendment**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

**RECEIVED**  
OCT 28 2004  
**GROUP 3600**

We are transmitting herewith the following attached items (as indicated with an "X"):

- ☒ A return postcard.
- ☒ An Amendment and Response (11 Pages).
- ☒ Please charge the amount of \$18.00 to Deposit Account No. 19-0743 to cover the fee for additional claims as calculated below.

If not provided for in a separate paper filed herewith, If an additional fee is required due to changes to the claims, the fee has been calculated as follows:

CLAIMS AS AMENDED						
	(1) Claims Remaining After Amendment		(2) Highest Number Previously Paid For	(3) Present Extra	Rate	Fee
TOTAL CLAIMS	37	-	36	1	x 18.00 =	\$18.00
INDEPENDENT CLAIMS	3	-	3	0	x 88.00 =	\$0.00
[ ] MULTIPLE DEPENDENT CLAIMS PRESENTED						\$0.00
TOTAL						\$18.00

Please consider this a PETITION FOR EXTENSION OF TIME for sufficient number of months to enter these papers and please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.

Customer Number 00128

By: 

Atty: David W. Black

Reg. No. 42,331

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 21 day of October, 2004.

Gina M. Uphus  
Name

Gina Uphus  
Signature

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.

(GENERAL)